

Energy Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory February 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC204	Clean Power Alliance	Policy and Practices	Abusive Marketing	4
Clean Power Alliance Total				4
ELC201	East Bay Community Energy	Billing	Other Charges	1
East Bay Community Energy Total				1
ELC933	Liberty Utilities (CalPeco Electric) LLC	Billing	Bill Not Received	1
Liberty Utilities (CalPeco Electric) LLC Total				1
ELC200	Monterey Bay Community Energy	Billing	High Bill	1
Monterey Bay Community Energy Total				1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Bill Adjustment	1
		Billing	Deposits	1
		Billing	Disputed Customer of Record	2
		Billing	Estimated Billing	1
		Billing	High Bill	21
		Billing	Other Charges	2
		Billing	Payment Arrangements	4
		Billing	Payment Error	1
		Billing	Meter Inaccuracy	3
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	4
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnection Non Payment	2
		Service	Outage	11
		Service	Refusal To Serve	2
Pacific Gas & Electric Company Total				71
ELC901	Pacificorp	Policy and Practices	Safety	1
Pacificorp Total				1
ELC212	Pico Rivera Innovative	Policy and Practices	Abusive Marketing	1
Pico Rivera Innovative Total				1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Deposits	2
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	9
		Billing	Meter Reading Issue	2
		Billing	Other Charges	1
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	8
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
		Service	Outage	1
San Diego Gas & Electric Company Total				31
ELC215	Silicon Valley Clean	Policy and Practices	Abusive Marketing	1
Silicon Valley Clean Total				1
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Bill Adjustment	2
		Billing	Bill Not Received	4
		Billing	Deposits	6
		Billing	Disputed Customer of Record	6
		Billing	Estimated Billing	1
		Billing	High Bill	19
		Billing	Meter Reading Issue	1
		Billing	Other Charges	2
		Billing	Payment Arrangements	3
		Billing	Payment Error	2
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	6
		Public Purpose Programs	Net Energy Metering (NEM)	13
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	4
		Service	Outage	10
		Service	Refusal To Serve	1
Southern California Edison Company Total				85
GAS904	Southern California Gas Company	Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	High Bill	24
		Billing	Meter Reading Issue	1
		Billing	Other Charges	4
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Premise Visit Charges	1
		Policy and Practices	Safety	2
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	2
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnection Non Payment	2
		Service	Refusal To Serve	2
Southern California Gas Company Total				53

Utility Code	Utility Name	Category	Subcategory	Count
GAS905	Southwest Gas Corporation	Billing	Deposits	1
		Billing	High Bill	2
		Billing	Meter Inaccuracy	1
Southwest Gas Corporation Total				4
GAS913	Tiger Natural Gas, Inc.	Billing	High Bill	1
Tiger Natural Gas, Inc. Total				1
Total ICs Sent ¹				255

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written